



Job Title: Information Technology (IT) Specialist, Support (non-exempt/hourly)

Supervisor: Director – Telecommunications and Technology, Department Supervisor, or Designee

Reporting

Location: Mountain Iron, MN

About NESC: Established in Minnesota Statute 123A.21, the Northeast Service Cooperative helps build, sustain, and recreate rural infrastructure and enterprise in education, technology, health care and economic development. Winner of several national awards for innovation, NESC serves and supports 108 member schools, colleges, cities, counties, state agencies, service agencies, health care providers, regional consortia, and others. An independent, regional, public initiative, NESC often develops and delivers its services through collaboration between and among boards, staffs, members, and colleagues as well as public and private partners.

Summary: Under general supervision, the Information Technology Specialist reports to the Director of Telecommunication and Technology with responsibility to ensure that network assets at NESC, member and partner sites across the region and the state are effectively maintained. The IT Specialist provides system administration, installation and repair, network administration, network support, workstation administration, and programming.

Duties and Responsibilities:

Provide system administration and technical support in areas to include but not limited to service orders, trouble tickets, and special projects. Other responsibilities include fostering member engagement, promoting productive interactions among all contacts, strengthening regional service delivery, and developing new service opportunities.

- Troubleshoot technological issues and solve problems quickly to ensure operations run smoothly.
- Install new technology, including computer operating systems, software programs and applications, new workstations and devices, and other related hardware.
- Perform regular maintenance for computer systems, computers, printers, network systems and other technical systems.
- Serves existing service agreements by analyzing work orders, coordinating daily travel schedule, investigating complaints, conducting tests, and resolving problems.

Job Description – Information Technology (IT) Specialist, Support

- Maintains rapport with members, customers, and staff by examining inquiries and reports of trouble (such as service breaches and interruptions), identifying solutions, suggesting improved methods and techniques, and recommending system improvements.
- Keeps network and agency systems, assets, devices, and equipment operating by following operating instructions, troubleshooting breakdowns, maintaining supplies, performing preventive maintenance, and calling for repairs.
- Documents service and installation actions by completing forms, reports, logs, and records.
- Maintains member and customer confidence by keeping service information confidential.
- Updates job knowledge by participating in educational opportunities and reading professional publications.
- Develops and maintains accurate and complete files for projects and programs.
- Creates and maintains reporting tools and reports as needed.
- Advises, serves, and supports coworkers and agency staff.
- Must project a professional, positive attitude and exercise confidentiality.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Perform within the parameters set by board authority including agency mission, policies, planning, budgets, and executive management.

Perform other duties as requested, required and/or assigned.

Skills/Qualifications: Information Technology and/or Telecommunications Systems Engineering, Information Technology and/or Telecommunications knowledge, configuration and provisioning, technical understanding, functional and technical skills, independence, attention to detail, verbal communication, documentation skills, audiovisual maintenance

- 2+ years in a combination of education and experience in Information Technology, Telecommunications, or related field
- Minimum high school diploma or certificate required, related or complementary vocational/college coursework preferred
- Demonstrated math, spatial reasoning, and fine-motor skills to perform detailed work, such as cable splicing or fiber connectivity, within quality assurance parameters
- Demonstrated experience in using job-related tools and equipment
- Demonstrated communication skills and experience in working with customers and field teams
- Demonstrated ability to handle tools and lift equipment related to job duties
- Experience in working in both the public and the private sector preferred
- Experience in working with a service cooperative or similar enterprise preferred
- Valid Minnesota drivers' license and use of personal vehicle in order to meet 24/7 contractual service obligations for the network
- Extensive travel and remote work in the eight-county service area of Northeast Minnesota and elsewhere occasionally, including overnight travel
- All positions require an applicant who has accepted an offer to undergo a background check and may be asked to submit to a for cause drug test